

EXHIBIT C

Help & Customer Service



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◀ All Help Topics

Listening to Your Music

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- Where's My Prime Music?
- About Streaming Prime Music on Multiple Devices
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Quick Solutions

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- Manage your Amazon Music Library
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Digital Music, Instant Video & Apps › Amazon Music › Listening to Your Music ›

Play Your Music

Your music can be streamed from your music library on the web or from the Amazon Music app on any compatible device.

To stream Amazon Music:

1. Launch the Amazon Music app or navigate to your music library on the web and browse or search by playlists, artists, albums, songs, or genres.
Note: Amazon Music is supported on Internet Explorer version 10 or greater, as well as the latest versions of Firefox, Chrome, and Safari.
2. Select a song and click or tap **Play**, or **OK** on your remote if you're playing Amazon Music from a connected device.
Note: Buffering, or a pause while loading or playing your music, is generally caused by a slow internet connection speed. To resolve this, check the following:
 - Check your wireless connection strength.
 - Pause other Internet activity. When your computer or device is connected to the same Internet connection as other computers or devices, it can slow your connection speed. This can happen if someone in your household is downloading files, playing video games, or watching videos online.

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Yes

No



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Help



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